

INFORMATION BULLETIN

WORKFORCE INVESTMENT ACT

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: ETA PROTOCOL FOR SERVING OLDER WORKERS

The Department of Labor has issued Training and Employment Notice (TEN) [16-04](#) to inform State and local areas of the Employment and Training Administration's (ETA) Protocol for Serving Older Workers. The goal of the protocol is to provide the One-Stop Career Center system with strategies to make use of an underutilized labor pool. The strategies address potential worker shortages by providing workforce services to older Americans and exploring ways for engaging older workers in response to the rapidly changing skill demands of business.

The ETA proposes action steps for stakeholders to achieve the goal of connecting employers and older workers. In devising the respective protocol, ETA identified the following six stakeholders:

- U.S. Department of Labor
- State Workforce Investment Boards
- Local Workforce Investment Boards
- One-Stop Career Centers
- Mature Worker Intermediaries and Service Providers
- Business and Industry

One-Stop Operators are requested (1) to share the protocol within their respective organizations, and (2) to consider employing the above-mentioned strategies to enhance the services provided to older workers and to infuse the One-Stop Career Center system with innovative approaches for tapping into this labor pool.

If you have any questions, please contact your [Regional Advisor](#), at (916) 653-6347.

/S/ BOB HERMSMEIER
Chief
Workforce Investment Division